Mechanism for complaints to DMRC by users

2305. SHRI ALI ANWAR: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether there is any provision in DMRC for lodging of complaints by users;

(b) if so, the details of the mechanism;

(c) the nodal officers looking after resolution of complaints;

(d) whether complaints which are lodged are not attended and the complainants are even threatened; and

(e) the number of complaints received by DMRC till date and how many out of these have been attended to?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI AJAY MAKEN): (a) Yes, Sir.

(b) The mechanism for lodging of complaints is as under:—

(i) Public complaints/suggestion book is available at Customer Care Centre of every Metro station;

(ii) on website of Delhi Metro; and

(iii) an officer of Assistant Manager level is nominated by Delhi Metro Rail Corporation (DMRC) Ltd. as a Public Complaint Officer.

(c) The nodal officer looking after resolution of complaint in DMRC is the Manager (Operation).

(d) DMRC has reported that all complaints have been attended to and no such case of complaints being threatened has come to their notice.

(e) 19,441 complaints/suggestions have been received by DMRC from 25.12.2002 to 29.2.2008. Every complaint/suggestion is reported to have been attended to by DMRC.

Public financial management and accountability in urban local bodies

2306. SHRI RAMDAS AGARWAL: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether his Ministry alongwith World Bank has undertaken study entitled 'Synthesis Study of Public Financial Management and Accountability (PFMA)' in urban local bodies and found that most of urban local bodies are not people-centric in their approach for delivery of municipal services and suffer from improper staffing and lack of standardization;

(b) whether it is also a fact that budget availability with municipalities is expected to go up eight-fold or ten-fold under schemes of Jawaharlal Nehru National Urban Renewal Mission (JNNURM); and

(c) if so, whether all pending work pertaining to Commonwealth Games 2010 would be completed by MCD well in time?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI AJAY MAKEN): (a) The World Bank has brought out in consultation with Ministry